



**QUARTERLY WORK PROGRAM PROGRESS REPORT
APRIL - JUNE 2016**

NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD

FY2016 4th Quarter Progress Report

PROGRAM HIGHLIGHTS

I. COMMUTER OPERATIONS CENTER

A. Ridematching Coordination and Technical Assistance

COG/TPB staff continued to provide, on a bi-weekly basis, the End User Report and the Suspicious App-Code Report to all client sites.

COG/TPB staff followed up with new applicants from the District of Columbia, Arlington, VA and the rural locations in Maryland (for MTA) and Virginia. Electronic matchletters were sent whenever possible and paper matchletters were sent otherwise.

COG/TPB staff distributed the follow-up reports: (Commuters whose records expire in April 2016, May 2016 and June 2016) on the first business day of the preceding month and commenced with the purge process at that time. Commuters may first be contacted by telephone by the local ridematching agency.

COG/TPB staff then contacts them via electronic or paper purge letter. If the commuter remains unresponsive their record is marked as “deleted” for one year and in the following year will be expunged from the database.

COG/TPB staff responded to technical support requests from Frederick County, MD; US Food & Drug Administration; NBTMD; PRTC; and Rideshare Delaware. A summary of the technical support provided to local Rideshare Agencies and their coordinators may be found at the end of this document.

COG/TPB staff participated in discussion with a delegation from the Netherlands on transportation planning and operations on April 4th.

A STDM Work Group meeting was coordinated and held on April 12th.

COG/TPB staff met with VDOT Research staff on April 26th from the Systems Operations and Traffic Engineering (SOTE) team on conducting a survey on roadway signage through the Commuter Connections database.

COG/TPB staff hosted a TDM 4.0 Working Group meeting on May 3, 2016.

A STDM Work Group meeting was coordinated and held on May 10th.

COG/TPB staff participated in a conference call with NTD staff on May 11, 2016 related to FY 2016 Vanpool “Contractual Relationship” reporting data adjustments.

COG/TPB staff participated in a USDOT sponsored workshop with various stakeholders on Integrating TDM and Transportation Planning Workshop on May 12th.

COG/TPB staff coordinated and held a Commuter Connections Subcommittee meeting on May 17th. Highlights from the meeting included: A TDM software system update, a briefing on the March 16th Metrorail shutdown, a briefing on the 2016 Car Free Day event, an update on Clean Air Partners upcoming events, a briefing of the upcoming 2016 Car Free Day event, a briefing on the status of the FY 2016 data collection activities for the regional TDM Evaluation project and a presentation of the 3rd quarter CCWP Progress and budget reports.

COG/TPB staff formed a regional working group to address TDM initiatives during WMATA's yearlong Metrorail SafeTrack rehabilitation project. As part of this effort the following activities were conducted by COG/TPB Commuter Connections staff during May:

- Briefed the MOITS Technical Subcommittee on May 13th on SafeTrack activities;
- Participated and presented information to the Greater Washington Board of Trade SafeTrack working group on May 16th and 26th;
- Coordinated and held a SafeTrack Work Group meeting on May 24th;
- Participated in a regional COG Public Information Officer's SafeTrack conference call on May 26th;
- Created a SafeTrack web hub on the Commuter Connections web site.
- Developed and Sent geo-targeted messages for Surge #1 to impacted commuters and employers.
- Developed regional marketing, advertising and earned media campaign;
- Notified the General Services Administration and sent SafeTrack information to the Federal Employee Transportation Coordinators and posted information from OPM on the federaletc.org web site.

COG/TPB staff attended and presented on a panel on May 18th at the International Parking Institute's annual conference held in Nashville, TN from May 17 – 20.

COG/TPB staff coordinated and participated in an MPO TDM Peer Exchange Group meeting on May 25th.

COG/TPB staff hosted TDM System training on May 25, 2016 for Rideshare Delaware and on May 31, 2016 for Arlington County Commuter Services.

COG/TPB staff attended the World Bank's demo of their new Ridematching mobile application on June 10th.

COG/TPB staff's regional working group continued to address TDM initiatives during WMATA's yearlong Metrorail SafeTrack rehabilitation project. As part of this effort the following activities were conducted by COG/TPB Commuter Connections staff during June:

- Participated in a SafeTrack meeting at DDOT on June 1st
- Participated in a GWBOT SafeTrack meeting on June 1st.
- COG/TPB staff coordinated and presented with WMATA, and goDCgo for SafeTrack presentations at the World Bank and the Inter-American Development Bank on June 2nd.
- Participated and presented information at a WMATA SafeTrack Ambassadors meeting on June 2nd
- Briefed the TPB Technical Committee on regional SafeTrack activities on June 3rd.
- Conducted a SafeTrack interview with Prince George's County Cable Television on June 6th.

- Participated and presented information at a GWBOT SafeTrack press conference on June 6th.
- Coordinated and held a Commuter Connections SafeTrack Work Group meeting on June 7th.
- Gave a SafeTrack briefing to the TPB's Citizen's Advisory Committee on June 9th.
- Participated in a regional COG Public Information Officer's SafeTrack conference call on June 13th.
- Participated in the SafeTrack Pop-up Event on the 15th at Metro Center and on the 29th at Pentagon City.
- Participated and presented information on teleworking during a Montgomery County SafeTrack webinar for employers on June 23rd and June 28th.
- Coordinated and held a SafeTrack Work Group meeting on June 30th.
- Maintained the SafeTrack web hub on the Commuter Connections web site.
- Developed and Sent geo-targeted messages for Surge #2 and #3 to impacted commuters and employers.
- Continued regional marketing, advertising and earned media campaign.

Work began and continued on a more modern way to produce hard copy communications for our customers. We plan to retire our IBM InfoPrint impact printer early in FY2017. Although this is a sturdy, trustworthy, and highly reliable machine, the green bar paper output and the peel apart purge cards we send are beginning to look a little dated. Reports that have been distributed on green bar paper will be replaced by PDF files. For producing purge cards, staff chose a new Print to Mail system and designed stationery to use with it. Print to Mail documents can be printed on a laser printer front and back and then automatically folded and sealed.

A STDM Work Group meeting was coordinated and held on June 14th.

COG/TPB staff began updating the July 2016 edition of Commuter Connections Resource Directory during the month of May and completed the update in June.

A Ridematching Committee meeting was coordinated and held by COG/TPB on June 21st. Highlights from the meeting included:

- Upcoming Fairs and Promotions
- SafeTrack Briefing
- TDM System Update
- TDM Mobile Application Update
- Client Site Status/Roundtable
- Quarterly Progress Report

B. Transportation Information Services

COG/TPB staff provided commuter travel information on alternatives to the general public by telephone, website, electronically and through printed information. Means of communication included staffing the Commuter Connections Information Line (800-745-7433), the public email address (ridematching@mwkog.org) and the queued commuters in the TDM System. Statistics on this project are available by viewing the various tables at the end of this report.

C. Transportation Information Software, Hardware, and Database Maintenance

COG/TPB staff continued daily maintenance processes for the Commuter Connections TDM Software System. This included monitoring the web and database servers, moving data among jurisdictions and agencies, making corrections to commute logs for 'Pool Rewards, setting up access to reports for new ridematching coordinators, and making backups.

COG/TPB staff continued running, auditing, and printing reports for the monthly purge process, the biweekly end user reports, and the monthly vanpool incentives reports. Staff purged 1,822 old accounts for RideShare Delaware as part of their annual database cleanup.

At the end of June 2016, COG and its members served 18,090 commuters registered in ridematching. This is a year over year increase of 1098 from 16,992 at the end of June 2015.

During the fourth quarter COG/TPB staff met with Media Beef representative twelve times. Staff met with the software development contractor on April 4th, 11th, 18th and 27th, May 2nd, 9th, 16th and 23rd, and June 6th, 13th, 20th and the 29th. The purpose of the meetings was to discuss the status of the upgrades to the regional TDM Software system and SchoolPool. Discussion centered primarily around the schedule for wrapping up development items scheduled for completion in FY2016. The GRH Applicant survey and SchoolPool were essentially finished early in the quarter. After those projects, the highest priority items were a new suite of software for TDM users to log commutes using mobile devices as well as desktop computers, enhancements to the TDM System's look and feel, a review of what other TDM software is available and currently being used, and improving ride matching algorithms. Concurrently with these improvements Media Beef worked on developing functionality to enable customers to log in to Commuter Connections using their Facebook accounts.

Media Beef completed work on overhauling the TDM System's look and feel in accordance with recommendations from a working group of Ridematching Committee volunteers. Some of the notable improvements include new, appealing graphics, a more streamlined layout, and intuitive placement of user controls on the pages.

Media Beef completed the work on the new commute logging subsystem. COG/TPB staff assisted with debugging the code and transforming old trip records in the database. Changing the way trips are stored in the database required rewriting the reports that deal with logs and pollution reduction measures. Staff received production code and deployed it to the public.

Media Beef completed work on a new feature to enable administrators to create customized pages for employers. We call these customizations "employer microsites." Media Beef created and supplied new graphics for logos for the employer microsites. These new graphics were resized and scaled to fit the new look and feel. When a commuter who works for one of these employer's logs in to the system, (s)he will see

customized content for his employer, such as page colors and these graphics. COG/TPB staff can use the TDM system's interface to change graphics and colors on demand. The first users to take advantage of this new feature are Arlington Public Schools and the University of Maryland.

Work on the dynamic (aka real time) ridesharing mobile app proceeded apace during the fourth quarter. Media Beef assisted COG with securing the www.carpoolnow.com domain for the site. The app is about halfway through design and coding and the development contractor has an early version that runs on the iPhone.

COG/TPB staff worked with Media Beef to correct the last few minor issues with the SchoolPool software. We corrected some static text on a few of the webpages for SchoolPool for Charlottesville. COG/TPB staff also provided SchoolPool a considerable speed improvement by creating two new web servers. One is for SchoolPool and the other for the new dynamic ridematching web app. Media Beef will move the applications to these servers and install SSL certificates early in FY2017.

COG/TPB staff completed the overhaul of the reports that are part of the TDM system. During the quarter, one of our local ride matching coordinators discovered an incompatibility between the web app and the database in the way dates are handled. This required review, updating, and testing the code for all 47 reports in the system.

Making substantial sweeping changes often leads to finding old bugs, and the changes to the reports were no exception. COG/TPB staff worked on a solution to a problem with the VMT reports that surfaced after implementing the commute logging subsystem. Staff also updated the factors used for computing cost savings and pollution reduction measures from using alternative commute modes.

Staff has written new software to format the purge letters for the new "Print to Mail" document system.

For the new PDF file reports that are replacing the "green bar" paper reports to client sites, COG/TPB staff wrote new software to produce them in a format suitable for making PDF files for emailing.

COG/TPB staff updated the transit information used by the TDM System. Staff received regional transit information from WMATA. We are now working with data in the GTFS format. Once we develop automated procedures that can handle GTFS, we will be able to update more frequently. After processing, the new transit data was loaded into the Oracle database. The TDM system accesses it and shows it as alternate commuting options on match letters.

COG/TPB staff, LDA Consulting, and Media Beef finished developing the GRH Applicant Survey that takes place every three years. Staff performed testing and Media Beef fixed bugs and made text corrections to the survey questions. The survey was made available to the public the first week in April. COG/TPB staff also assisted Media Beef, LDA Consulting, and CIC Research with the GRH applicant survey by sending email messages to qualified GRH customers asking them to log in to their Commuter Connections

accounts and take the survey. When the time arrived to close the survey, COG/TPB staff handled that task and aided the contractors with the task of gathering survey response data from the Oracle database.

COG/TPB staff continued to maintain and monitor the ArcGIS server that provides data for the park and ride lot map to the public.

COG/TPB staff continued work on updates for the park and ride lot map. Keeping the data fresh is an ongoing project.

D. Commuter Information System

COG/TPB staff maintained the map service and web mapping application for the commute options (Park & Ride) map. The current version is a mashup of data supplied by ESRI servers and data supplied by the Commuter Connections ArcGIS server. To view the latest version, visit <http://maps.mwcog.org>.

COG/TPB staff continued to maintain and monitor the ArcGIS server that provides data for the park and ride lot map to the public.

II. REGIONAL GUARANTEED RIDE HOME PROGRAM

A. General Operations and Maintenance

COG/TPB staff continued sending weekly registration and re-registration cards to Guaranteed Ride Home program applicants. Those applicants whose records were expiring were contacted to update their information.

COG/TPB staff provided coupons to commuters who renewed their GRH membership.

COG/TPB staff processed taxi and car rental invoices and transit vouchers.

COG/TPB staff made no changes to the GRH Participation Guidelines during this quarter.

COG/TPB staff monitored and maintained the TDM System which houses and processes all GRH registration and trip data.

B. Process Trip Requests and Provide Trips

COG/TPB staff monitored and maintained the GRH database and server. Between the months of April and June, there were 991 GRH applications received. A total of 950 applicants were registered (927 new applicants and 23 previous "one-time exception" users) and 1,597 commuters were re-registered. During the same time period, the GRH program provided 401 GRH trips. Twenty (20) of these trips were "one-time" exceptions accounting for 4% of the total number of GRH trips provided. "Personal Illness" accounted for the largest portion of the GRH trip reasons followed by "Child Care." As of June 30th, a total of 8,991 commuters are currently registered in the GRH database.

COG/TPB staff continued to monitor the Guaranteed Ride Home program and was involved in the trip approval process when the issue became escalated beyond the scope of authority of the dispatch agent.

COG/TPB staff processed and paid invoices for all GRH service providers.

COG/TPB staff has located an interested taxicab company in southern Maryland to provide GRH trips. An MOU will be signed before bringing the company on-board to provide trips. Diamond Transportation is currently subcontracting with the provider until the MOU with COG is signed.

COG/TPB staff prepared and issued a Request for Proposals for the GRH Daily Operations contract and held a pre-bid conference for the GRH Operations project on May 10th. Proposals were reviewed and scored during the month of June.

COG/TPB staff held a meeting with Diamond Transportation representatives on May 25th to discuss the operation status of the GRH program.

III. MARKETING

A. TDM Marketing and Advertising

COG/TPB staff continued to update the CC website with news articles, publications, construction projects, press releases, and upcoming events. To promote Bike to Work Day, COG/TPB staff placed the Bike to Work Day banner on the CC homepage that was linked to the Bike to Work Day website. COG/TPB staff changed the Featured Member of the Month on the CC website. COG/TPB staff monitored and reported to senior staff on analytics data from the paid social media campaigns. COG/TPB staff replaced the newsletter with the spring 2016 version.

COG/TPB staff created a landing page for the SafeTrack construction plan that includes relevant regional resource information and links to individual work project pages. COG/TPB staff created information pages for each affected SafeTrack construction area with corresponding maps and impact information. COG/TPB staff added SafeTrack videos to the Commuter Connections homepage for each corresponding surge. COG/TPB staff updated the SafeTrack landing page with additional regional resources and added impact data tables for each affected SafeTrack construction area.

COG/TPB staff updated the Commuter Connections Facebook page with new content and updates with associated hashtags. COG/TPB staff deployed paid advertising campaigns on Facebook to promote various Commuter Connections programs.

COG/TPB staff monitored Google Analytics website traffic reports and compiled reports for review by senior staff. COG/TPB staff monitored website activity and computer code to maintain accurate website functionality.

The spring newsletter and Federal ETC insert were finalized and distributed to the regional employer database, various Commuter Connections committees and other TDM stakeholders. It was also made available online. The newsletter with insert was

distributed in PDF form to the Federal ETC community through GSA. An electronic version of the spring newsletter was developed and sent via blast email. A timeline was developed for the summer newsletter.

The FY16 regional mass marketing campaign for Rideshare and GRH both continued through the end of June, with “For life’s little emergencies” for Guaranteed Ride Home, and “It’s never too early to form good habits” for Rideshare, airing on six radio stations and three paid social media sites (Facebook, Twitter, Instagram). The new Rideshare TV spot aired on NBC4 News and Comcast SportsNet. Rideshare ads also appeared online on Pandora radio, and within DC Military magazine. GRH ads also ran online on WTOP.com. GRH was promoted through donated transit advertising space as well. The signage included exteriors on PRTC and Fairfax Connector buses, interiors on ART buses and MARC trains, and bus shelter ads in Prince George’s County.

Bi-weekly conference calls were held with the marketing contractor O’Donnell Company between April and June 2016, to discuss work program plans and activities for the regional TDM Marketing campaigns. Throughout the quarter, staff managed deliverables by the marketing contractor and its subcontractor’s, and media invoices were processed on a monthly basis.

The HTML flash file on the Commuter Connections home page was updated to reflect the new visuals of the spring marketing campaign. The online Bulletin Board was administered, and customer support was provided. The Commuter Connections web site and social media sites were updated with content and activity on an ongoing basis. Marketing related materials were posted onto SharePoint for review by Committee members. The following employer transportation fairs were attended during the final quarter of FY 2016:

- 4/21 – US Dept. of Commerce, Washington, DC
- 4/21 – US Patent and Trademark Office, Alexandria
- 4/21 – US Geological Survey, Reston
- 4/22 – US Dept. HHS Herbert Humphrey, Washington, DC
- 4/22 – 17th St Concierge @ PNC Bank, Washington, DC
- 4/25 – US Dept. HHS /Rockville
- 4/27 – DOD Pentagon
- 4/28 – US Dept. HHS /FDA White Oak
- 5/20 – NoMa, DC
- 5/20 – Sterling, VA
- 6/01 – Aerospace Corporation - Chantilly, VA
- 6/01 – American Public Transportation Association - Washington, DC
- 6/15 – Defense Health Headquarters - Falls Church, VA

A direct mail campaign promoting Ridematching and GRH was coordinated on a regional scale and sent to 500,000 households within the Washington metropolitan area in June. The mass mailer was sent to those who reflect Commuter Connections’ target demographics; ages 25-64, with household incomes of \$75k and above.

A Regional TDM Marketing Group meeting was held on June 21st. Highlights from the meeting included: A presentation on FY 2016 regional TDM Marketing activities; a call for volunteers for the FY 2017 Marketing Workgroup; a presentation by Frederick County Commuter Services; and an updated draft document of the Second Half FY16 Regional TDM Marketing Campaign summary.

B. Bike to Work Day

Event posters and rack cards were mailed to employers along with a cover letter with tips on how to organize a Bike to Work Day event. Posters were also distributed to pit stop managers. The radio buy was finalized and a 60-second spot was recorded and aired on Hot 99.5, WPGC, 97.1 WASH and DC101. For the first time ever, a female announcer voice was used for the radio ad.

A Bike to Work Day presentation was given by staff at the Transportation Planning Board Technical Committee meeting on April 8th. A presentation was also made at the Transportation Planning Board's April 20th meeting, where the regional Bike to Work Day Proclamation was adopted. The proclamation was enlarged and signed by Timothy Lovain, TPB Chair and Alexandria City Councilmember. Photos were taken and posted onto the Bike to Work Day web site.

The Bike to Work Day web site and social media pages were customized with relevant graphics and information to reflect the marketing look and feel of the 2016 campaign. The 2016 event T-shirts were finalized, printed, and distributed. A group of volunteers were formed to sort the T-shirts for pick up by the pit stop managers. T-Shirts were offered to gold and silver sponsors as a thank you for supporting the event. Sponsors with outstanding invoices were contacted as a reminder to make overdue payments.

Vinyl banners were created and delivered to pit stop managers for use as promotional tools leading up to Bike to Work Day 2016, and to use as a backdrop at the events. The eight-foot-wide banners were bright yellow in color and included 2016 event graphics. Each banner was customized with specific pit stop locations and times.

An earned media strategy was developed for Bike to Work Day and media interviews were coordinated. A pre-event press release and calendar posting were sent in April, and a two other pre-event press releases were sent in early May, and a final press release on the day of the event was provided. A total of 126 media placements were generated across print, internet, radio, and television for BTWD in 2016. Sponsors were followed up with to obtain declaration forms and logos for the poster and web site. All Bike to Work Day sponsor invoices were sent and payments processed. A Bike to Work Day Steering Committee meeting was held on May 11th. Main topics included discussion of T-Shirt pick up; radio ad, press release, proclamation, registration reports, and progress reports from pit stop managers.

Throughout the planning and implementation process leading up to the event, questions were answered and general support was provided to the pit stop managers and Committee members.

The Bike to Work Day event was held on May 20th at 83 simultaneous locations throughout the Washington metropolitan region. The number of Bike to Work Day registrants reached more than 17,500. Several elected officials and dignitaries either bicycled to and/or spoke at many of the local pit stop events.

COG/TPB staff analyzed Bike to Work Day registration data to determine participation of top employers in the region. The U.S. Navy was chosen as the winner of the 2016 Bike to Work Day Employer Challenge. COG/TPB staff prepared a plaque and speaking remarks for the Employer Challenge luncheon. COG/TPB staff coordinated and attended a luncheon at Naval Support Activity Bethesda for the Bike to Work Day Employer Challenge on June 30th. A plaque was presented by COG and WABA staff to the installation's commanding Officer.

C. Employer Recognition Awards

The 2016 Employer Recognition Award winners were contacted by phone and sent letters of confirmation. Notification letters also went out to inform non-winning award nominees of their status.

Questions were developed for the awards video, filming took place and the video went through an editing phase. The final produced video encompassed two minute segments of each award winning program. Hard cover writing journals were ordered as giveaway items (per workgroup feedback) and given out at the ceremony. Glass trophies were ordered for award recipients. Signage was created for the podium and a program booklet was created with write-ups and photos about each winner, and included letters from both the TPB and Commuter Connections Chairs. The ceremony agenda was created, and remarks were written for the presenters and emcee. Confirmation letters were sent to speakers along with instructions. An invitation and matching theme envelope were created and mailed, and attendees responded via an online form. Name tags for guests were made. An internal logistics meeting was held, catering arrangements were made with the venue, and a press release was sent out.

The Nineteenth Annual Commuter Connections Employer Recognition Awards event was held at the Marriott Washington Metro Center, on June 27, 2016. The event's emcee was District of Columbia Councilmember, Charles Allen. The Incentives award was presented by Gwen Wright, Maryland-National Capital Park and Planning Commission, and given to Jennifer Toole, Toole Design Group. The Marketing award was presented by Courtney Menjivar, Wells + Associates and awarded to Nick Amatuzzi, MITRE. The Telework award was presented by Nina Madoo, Nina Madoo Consulting and awarded to June Stacey, United Educators.

The Employer Services Sales Team and Organization Achievement Awards were presented by Alexandria City Councilmember and Transportation Planning Board Chair, Timothy Lovain, and went to Arlington Transportation Partners, and to the District Department of Transportation, respectively.

Thank you letters were sent to the speakers after the event. A display ad was placed in the Wall Street Journal to recognize employer award recipients. Winner seals and

customized press releases were developed and shared with the winning employers for promotional use. Awards photos, winner seals, the program booklet and video were placed onto the Commuter Connections web site, and social media sites.

COG/TPB staff coordinated with the trainer for the June 6th employer outreach training seminar on meeting management. The session was well received.

D. Pool Rewards

COG/TPB staff implemented and monitored paid social media ads on Facebook/Twitter to help promote the pool rewards program.

COG/TPB staff reviewed and processed 'Pool Rewards media invoices.

'Pool Rewards applicants for both carpools and vanpools were reviewed for eligibility and if qualified were processed, and registered.

COG/TPB staff reviewed and processed vanpool invoices. Vanpool driver/coordinators were contacted regarding missing reporting data or low average vehicle occupancy.

E. Car Free Day

Updates were made to the Car Free Day web site. Changes included shifting the primary pledge button to a position more prominent and above the scroll, and modifications to the pledge form to remove defaults from the mode choice question. The Commuter Connections Subcommittee was updated on the planning progress of the regional Car Free Day event at their May 17th meeting. In June, the Car Free Day proclamation was drafted for use at the TPB meeting. Meeting materials were prepared for the July 8th Car Free Day Subcommittee meeting announcement.

A Car Free Day Steering Committee meeting was held on May 11th. The Committee decided to continue with the previous year's main poster theme, and provided feedback on general formatting changes. The direction included the featuring of the mode icons in place of the photos, and to depart from the individual team hashtags and instead concentrate on using one primary hashtag, #CarFreeDay.

IV. MONITORING AND EVALUATION

A. TERM Data Collection and Analysis

During April, records were loaded for commuters who were invited to take the GRH Applicant Survey. Staff sent initial email messages to GRH customers asking them to log in and take the survey. Several additional email reminders were sent to commuters. A postal letter was also sent to those registrants that did not have email addresses.

Data collection activities for the 2016 State of the Commute and the 2016 Retention Rate surveys were completed and analyzed.

The FY2015 – 2015 TERM Evaluation Framework Methodology document was published and distributed.

Monthly Employer Outreach sales activity reports were received from Arlington County and the District of Columbia. Outstanding employer outreach contact reports are expected from Montgomery, Prince George's, Prince William, Frederick, Fairfax and Loudoun Counties as well as City of Alexandria, and Tri-County Council.

During May, on-line data collection activities for the 2016 GRH survey for the Washington DC region was completed and analyzed.

Analysis began on the data collected for the 2016 State of the Commute survey.

Monthly Employer Outreach sales activity reports were received from Arlington County. Monthly employer outreach contact reports from Montgomery, Prince George's, Prince William, Frederick, Fairfax and Loudoun Counties as well as City of Alexandria, the District of Columbia, and Tri-County Council have not been fulfilled at the time of this report.

During June, preparations for the draft reports for the 2016 State of the Commute survey and the GRH survey for Washington began.

Data collection activities for the GRH Baltimore survey were completed and analyzed.

A draft report of the 2016 Retention Rate survey was completed.

Monthly Employer Outreach sales activity reports were received from Arlington, Fairfax, Loudoun, Frederick, and Prince William Counties as well as the City of Alexandria, the District of Columbia, and Tri-County Council. Monthly totals from Montgomery, and Prince George's counties have not been submitted at the time of this report.

B. Program Monitoring and Tracking Activities

The Customer Satisfaction Survey was sent to Washington region commuters who used the Guaranteed Ride Home service for trips occurring during the quarter. The data was collected and analyzed. Advertising campaign effectiveness was tracked through call volumes, internet visits and by measuring the volume of GRH and Rideshare applications.

During April, Employer Outreach data was finalized for the third quarter of FY2016 and preliminary data was collected for the fourth quarter for the conformity verification statement. Both statements were presented to the Employer Outreach Committee on April 19th.

COG/TPB staff published and distributed the FY 2015 GRH Washington Region Customer Satisfaction survey on the Commuter Connections web site's publications page. During May and June staff continued work on finalizing documentation for the Employer Outreach fourth quarter conformity verification statement.

The Employer Outreach snapshot analysis was also completed and distributed in June.

COG/TPB staff prepared and completed the 2016 CCWP monthly Executive Summary Reports for March, April, and May. COG/TPB staff prepared and distributed the 3rd Quarter CCWP Progress Report.

COG/TPB staff prepared and distributed the FY2016 2nd Half Draft Regional TDM Marketing Campaign Summary report.

During the quarter, COG/TPB staff worked with VHB to manage the addition of new survey data to the survey database, make security enhancements to the converted SQL database, prioritize the data structure of the database to streamline the query process and improve the user interface and develop priorities for the next phase of the employer survey database development and implementation.

V. EMPLOYER OUTREACH

1. Regional Component Project Tasks

a) Regional Employer Database Management and Training

COG/TPB staff distributed employer outreach surveys via Informz and reported analytics data to senior staff.

COG/TPB staff coordinated with the COG/ITS staff on ACT! server issues and updated the field names to reflect current TERM analysis period. A data sweep was conducted during the weeks of April 11, May 9, and June 13th.

COG/TPB staff conducted an ACT! database training session for representatives from the District of Columbia on June 21st.

b) Employer Outreach for Bicycling

The regional Bicycling to Work guide was updated with input from the Bicycle and Pedestrian Subcommittee, and replenished for Bike to Work Day, employer fulfillment, and for use at various events throughout the quarter.

COG/TPB staff distributed bicycle guides at various events throughout the quarter.

2. Jurisdictional Component Project Tasks

a) MD Local Agency Funding and Support

Throughout the quarter, COG/TPB staff supported the outreach efforts of the Maryland jurisdictions.

b) DC, MD, and VA Program Administration

Throughout the third quarter COG/TPB staff processed requests for information and forwarded them to the appropriate jurisdictions.

COG/TPB staff coordinated and presented at the Employer Outreach Committee meeting on April 19. Topics covered were:

- Employer case studies
- Training review and update
- Survey application update

- Employer recognition awards
- Employer outreach roundtable

COG/TPB staff coordinated and presented with WMATA, and goDCgo and other COG/TPB staff for Safe Track presentations at the World Bank and the Inter-American Development Bank on June 2nd.

VI. GUARANTEED RIDE HOME BALTIMORE PROGRAM

A. General Operations and Maintenance

The GRH Baltimore program continued to enroll new applicants during April through June 2016. The program has now been operational for five years and nine months.

COG/TPB staff continued sending weekly registration cards to Guaranteed Ride Home program applicants. Those applicants whose records were expiring were contacted to update their information.

COG/TPB staff processed taxi and car rental invoices and transit vouchers.

COG/TPB staff provided coupons to commuters who renewed their GRH membership.

COG/TPB staff published and distributed the FY 2015 GRH Baltimore Region Customer Satisfaction survey on the Commuter Connections web site's publications page.

On-line data collection activities for the 2016 GRH survey for the Baltimore region was completed. Additional telephone calls to non-respondents were made throughout the month of May.

COG/TPB staff made no changes to the GRH Participation Guidelines during this quarter.

COG/TPB staff monitored and maintained the TDM System which houses and processes all GRH registration and trip data.

B. Process Trip Requests and Provide Trips

The Customer Satisfaction Survey was sent to Baltimore region commuters who used the Guaranteed Ride Home service for trips occurring during the quarter. The data was collected and analyzed.

Between the months of April and June 2016, there were 71 GRH Baltimore applications received. 67 commuters were registered during this period while 97 commuters were re-registered. During the same time period, the GRH program provided fifteen (15) GRH trips. No "one-time" exceptions were provided during this time period. "Unscheduled Overtime" accounted for the largest portion of the GRH trip reasons followed by "Personal Illness." As of June 30th, 2016, a total of 521 commuters are currently registered in the GRH Baltimore program.

COG/TPB staff continued to monitor the GRH Baltimore program and was involved in the trip approval process when the issue became escalated beyond the scope of authority of the dispatch agent.

COG/TPB staff processed and paid invoices for all GRH Baltimore service providers.

COG/TPB staff has located an interested taxicab company in southern Maryland to provide GRH trips. An MOU will be signed before bringing the company on-board to provide trips. Diamond Transportation is currently subcontracting with the provider until the MOU with COG is signed.

COG/TPB staff prepared and issued a Request for Proposals for the GRH Daily Operations contract and held a pre-bid conference for the GRH Operations project on May 10th. Proposals were reviewed and scored during the month of June.

COG/TPB staff held a meeting with Diamond Transportation representatives on May 25th to discuss the operation status of the GRH program.

Table 1**National Capital Region Transportation Planning Board****Commuter Connections Program****Quarterly Activity and Impact Summary****April - June 2016**

Commuter Connections Activity	This Quarter	Last Quarter	Since July 2015
Total applicants/info provided:	7,064	7,460	25,869
Rideshare applicants	3,319	3,284	11,084
Matchlists sent	4,385	3,419	13,746
Transit applicants/info sent	261	32	595
GRH applicants	2,547	2,444	9,195
Bike to work info requests	29	3	61
Telework info requests	26	9	54
Internet users	72,150	57,176	225,091
Internet applicants	5,567	5,310	19,566
New employer clients	729	457	1,495
Employee applicants	0	0	0

Program Impact Performance Measure	This Quarter	Last Quarter	Since July 2015
Continued placements	1,173	1,161	3,918
Temporary/one-time placements	170	168	568
Daily vehicle trips reduced	650	643	2,171
Daily VMT reduced	17,815	17,627	59,494
Daily tons NOx reduced	0.0068	0.00674	0.0227
Daily tons VOC reduced	0.0036	0.00357	0.0120
Daily tons PM2.5 reduced	0.00022	0.00022	0.0007
Daily tons PM2.5 NOx reduced	0.0074	0.00734	0.0248
Daily tons GHG reduced	8.8301	8.73694	29.4885
Daily gallons of gas saved	895	886	2,990
Daily commuter costs saved	\$3,029	2,997	10,114

NOTE: Daily vehicle trips reduced is calculated by multiplying the number of placements by a vehicle trip reduction (VTR) factor. The VTR factor takes into account three types of placements. 1) Drive alone commuters that shift to a commute alternative, 2) current alternative commute users that shift to a higher occupancy commute mode, and 3) current commute alternative users that increase the number of days they use a commute alternative. Daily vehicle trips reduced include both trips to work and trips from work to home. Note the data for Kiosk users/applicants was eliminated in FY09, when the program was discontinued.

TDM SERVICES

**REGIONAL SUMMARY - COMMUTER CONNECTIONS MEMBERS
APRIL - JUNE 2016**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
COG Rideshare Applicants (New and Re-apps)	269	127	93
Locals Rideshare Apps (New and Re-apps)	3,014	3,157	2,957
Matchlists Requested	4,305	3,354	3,139
Transit Applicants/Info Sent	261	32	104
GRH Washington Applicants	991	898	863
GRH Washington Rides Provided	601	529	649
GRH Baltimore Applicants	71	40	76
GRH Baltimore Rides Provided	27	33	53
Telework Info Requests	25	7	17
Phone/Fax	0	0	0
Internet	3,268	3,117	5,146
Employee Applicants	0	0	0
Total Hits on website	72,150	57,176	44,139

TDM SERVICES

ALEXANDRIA

APRIL - JUNE 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	14	11	14
Matchlists Sent	49	19	62
Transit Applicants and Info Sent	3	1	6
GRH Washington Applicants	22	18	23
GRH Baltimore Applicants	0	0	0
Telework Information Requests	1	0	3
Employers Contacted (New)- Phone	4	1	2
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	191	64	40
Employers Contacted (Follow up)- Visit	17	0	5
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	1
Level 2	0	0	0
Level 3	0	0	2
Level 4	0	0	0

TDM SERVICES

ARLINGTON

APRIL - JUNE 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	29	11	12
Matchlists Sent	79	33	50
Transit Applicants and Info Sent	4	0	0
GRH Washington Applicants	29	16	18
GRH Baltimore Applicants	0	1	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	16	16	18
Employers Contacted (New)- Visit	16	34	23
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	1,312	1,292	1,326
Employers Contacted (Follow up)- Visit	71	78	91
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	3	11	2
Level 2	5	2	2
Level 3	6	2	12
Level 4	2	1	0

TDM SERVICES

ARTMA

APRIL - JUNE 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	13	8	17
Matchlists Sent	48	15	56
Transit Applicants and Info Sent	3	2	0
GRH Washington Applicants	27	20	30
GRH Baltimore Applicants	2	2	2
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

**BALTIMORE CITY
APRIL - JUNE 2016**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	6	6	7
Matchlists Sent	18	31	28
Transit Applicants and Info Sent	13	1	0
GRH Washington Applicants	13	26	17
GRH Baltimore Applicants	23	7	12
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

BMC

APRIL - JUNE 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	31	12	12
Matchlists Sent	79	56	53
Transit Applicants and Info Sent	2	0	1
GRH Washington Applicants	14	20	17
GRH Baltimore Applicants	8	10	10
Telework Information Requests	1	1	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

**BWI BUSINESS PARTNERSHIP
APRIL - JUNE 2016**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	11	6	10
Matchlists Sent	21	24	37
Transit Applicants and Info Sent	1	0	10
GRH Washington Applicants	2	5	3
GRH Baltimore Applicants	10	6	31
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

**COG - DC/DE/PA/WVA/VA
APRIL - JUNE 2016**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	244	109	69
Matchlists Sent	487	166	167
Transit Applicants and Info Sent	6	0	0
GRH Washington Applicants	68	51	46
GRH Baltimore Applicants	9	2	9
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	542	0	0
Employers Contacted (New)- Visit	14	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	1,024	0	0
Employers Contacted (Follow up)- Visit	28	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	21	0	0
Level 2	4	0	0
Level 3	48	0	0
Level 4	1	0	0

TDM SERVICES

DATA

APRIL - JUNE 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	11	5	14
Matchlists Sent	24	46	38
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	7	4	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	*See FFX	*See FFX	*See FFX
Employers Contacted (New)- Visit	*See FFX	*See FFX	*See FFX
Employers Contacted - Number of Potential (New)	*See FFX	*See FFX	*See FFX
Employers Contacted (Follow up)- Phone	*See FFX	*See FFX	*See FFX
Employers Contacted (Follow up)- Visit	*See FFX	*See FFX	*See FFX
Employers Contacted - Number of Potential (Follow up)	*See FFX	*See FFX	*See FFX
New TDM Programs Established			
Level 1	*See FFX	*See FFX	*See FFX
Level 2	*See FFX	*See FFX	*See FFX
Level 3	*See FFX	*See FFX	*See FFX
Level 4	*See FFX	*See FFX	*See FFX

* See FFX - EO numbers reported under FFX County

TDM SERVICES

FAIRFAX

APRIL - JUNE 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	178	104	93
Matchlists Sent	628	391	391
Transit Applicants and Info Sent	7	4	3
GRH Washington Applicants	153	102	98
GRH Baltimore Applicants	2	0	1
Telework Information Requests	2	0	0
Employers Contacted (New)- Phone	59	25	36
Employers Contacted (New)- Visit	0	6	11
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	469	666	518
Employers Contacted (Follow up)- Visit	7	21	16
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	8	4	0
Level 4	0	0	0

TDM SERVICES

FDA

APRIL - JUNE 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	46	41	10
Matchlists Sent	202	232	35
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	45	55	51
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

FREDERICK

APRIL - JUNE 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	40	33	44
Matchlists Sent	265	201	210
Transit Applicants and Info Sent	2	1	2
GRH Washington Applicants	29	29	27
GRH Baltimore Applicants	1	0	1
Telework Information Requests	0	0	1
Employers Contacted (New)- Phone	34	10	19
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	14	62	46
Employers Contacted (Follow up)- Visit	10	7	2
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	5	1
Level 2	0	5	1
Level 3	0	0	0
Level 4	0	3	0

TDM SERVICES

**GW RIDE CONNECT
APRIL - JUNE 2016**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	319	241	249
Matchlists Sent	138	102	142
Transit Applicants and Info Sent	2	1	4
GRH Washington Applicants	106	94	119
GRH Baltimore Applicants	2	0	1
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

HARFORD

APRIL - JUNE 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	3	4	6
Matchlists Sent	1	4	14
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	5	5	4
GRH Baltimore Applicants	2	3	2
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

HOWARD

APRIL - JUNE 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	24	19	14
Matchlists Sent	0	0	0
Transit Applicants and Info Sent	1	1	0
GRH Washington Applicants	29	19	17
GRH Baltimore Applicants	6	4	1
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

LOUDOUN

APRIL - JUNE 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	68	65	57
Matchlists Sent	246	299	250
Transit Applicants and Info Sent	7	1	0
GRH Washington Applicants	64	65	59
GRH Baltimore Applicants	4	0	0
Telework Information Requests	3	0	0
Employers Contacted (New)- Phone	0	3	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	177	135	0
Employers Contacted (Follow up)- Visit	10	10	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	1	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

MTA

APRIL - JUNE 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	7	8	3
Matchlists Sent	17	19	15
Transit Applicants and Info Sent	1	0	1
GRH Washington Applicants	9	11	5
GRH Baltimore Applicants	1	1	2
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

**BETHESDA TRANSPORTATION SOLUTIONS
APRIL - JUNE 2016**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	26	13	25
Matchlists Sent	30	5	13
Transit Applicants and Info Sent	43	4	6
GRH Washington Applicants	10	5	5
GRH Baltimore Applicants	0	0	0
Telework Information Requests	9	1	2
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

**MONTGOMERY COUNTY
COUNTYWIDE
APRIL - JUNE 2016**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	35	30	36
Matchlists Sent	159	155	145
Transit Applicants and Info Sent	9	1	5
GRH Washington Applicants	46	27	41
GRH Baltimore Applicants	0	0	0
Telework Information Requests	4	2	9
Employers Contacted (New)- Phone	2	127	42
Employers Contacted (New)- Visit	202	61	32
Employers Contacted - Number of Potential (New)	0	132	0
Employers Contacted (Follow up)- Phone	486	1,639	621
Employers Contacted (Follow up)- Visit	0	71	82
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	1	37	2
Level 2	6	1	35
Level 3	1	5	1
Level 4	1	1	0

**Employer Outreach Totals for Montgomery County, MD are reported under the Countywide subtotal*

TDM SERVICES

**MONTGOMERY COUNTY
FRIENDSHIP HEIGHTS/ROCKVILLE
APRIL - JUNE 2016**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	1	2	3
Matchlists Sent	5	7	3
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	3	5	2
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

**TRANSPORTATION ACTION PARTNERSHIP
APRIL - JUNE 2016**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	300	96	160
Matchlists Sent	388	250	137
Transit Applicants and Info Sent	123	3	54
GRH Washington Applicants	7	4	2
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

SHADY GROVE

APRIL - JUNE 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	1	0
Matchlists Sent	0	6	4
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	1	0	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

SILVER SPRING

APRIL - JUNE 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	6	6	5
Matchlists Sent	31	4	35
Transit Applicants and Info Sent	2	1	0
GRH Washington Applicants	14	12	8
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

**NATIONAL INSTITUTES OF HEALTH (NIH)
APRIL - JUNE 2016**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	2	2	1
Matchlists Sent	0	5	1
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	9	14	7
GRH Baltimore Applicants	0	1	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

**NATIONAL GUARD REDINESS CENTER
APRIL - JUNE 2016**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	1	2	3
Matchlists Sent	0	7	9
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	2	6	2
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	1
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

**NORTHERN NECK
APRIL - JUNE 2016**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	1	0
Matchlists Sent	2	9	1
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	0	0
GRH Baltimore Applicants	0	4	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

**NORTHERN SHENANDOAH
APRIL - JUNE 2016**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	20	15	20
Matchlists Sent	80	58	58
Transit Applicants and Info Sent	0	2	1
GRH Washington Applicants	11	1	10
GRH Baltimore Applicants	0	4	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	0
Employers Contacted (New)- Visit	N/A	N/A	0
Employers Contacted - Number of Potential (New)	N/A	N/A	0
Employers Contacted (Follow up)- Phone	N/A	N/A	0
Employers Contacted (Follow up)- Visit	N/A	N/A	0
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	0
New TDM Programs Established			
Level 1	N/A	N/A	0
Level 2	N/A	N/A	0
Level 3	N/A	N/A	0
Level 4	N/A	N/A	0

TDM SERVICES

**PRINCE GEORGE'S
APRIL - JUNE 2016**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	74	59	53
Matchlists Sent	94	135	152
Transit Applicants and Info Sent	4	3	4
GRH Washington Applicants	57	57	46
GRH Baltimore Applicants	0	4	2
Telework Information Requests	0	1	0
Employers Contacted (New)- Phone	68	108	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	75	55	30
Employers Contacted (Follow up)- Visit	39	29	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	2	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

PRTC

APRIL - JUNE 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	154	120	149
Matchlists Sent	998	846	712
Transit Applicants and Info Sent	21	1	2
GRH Washington Applicants	141	156	131
GRH Baltimore Applicants	0	4	1
Telework Information Requests	2	0	1
Employers Contacted (New)- Phone	0	0	92
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	2	0	34
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	1	0	0
Level 4	0	0	0

TDM SERVICES

**RAPPAHANNOCK-RAPIDAN
APRIL - JUNE 2016**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	14	13	13
Matchlists Sent	76	63	91
Transit Applicants and Info Sent	0	1	2
GRH Washington Applicants	12	3	10
GRH Baltimore Applicants	0	4	0
Telework Information Requests	0	1	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

TRI-COUNTY

APRIL - JUNE 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	25	33	27
Matchlists Sent	140	166	202
Transit Applicants and Info Sent	3	4	1
GRH Washington Applicants	56	68	65
GRH Baltimore Applicants	1	4	1
Telework Information Requests	0	1	3
Employers Contacted (New)- Phone	6	0	1
Employers Contacted (New)- Visit	0	0	1
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	6	11	47
Employers Contacted (Follow up)- Visit	4	5	5
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	3	3	4
Level 2	0	2	1
Level 3	1	0	0
Level 4	0	0	0

TDM SERVICES

**CHARLOTTESVILLE
APRIL - JUNE 2016**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	34	37	39
Matchlists Sent	51	79	53
Transit Applicants and Info Sent	0	0	0
GRH Charlottesville Rideshare Applicants	34	91	51
Telework Information Requests	N/A	N/A	N/A
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

**RIDESHARE DELAWARE
APRIL - JUNE 2016**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	530	318	452
Matchlists Sent	296	181	225
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	2	113	0
GRH Baltimore Applicants	1	0	0
GRH RideShare Delaware	527	150	359
Telework Information Requests	N/A	N/A	N/A
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

**TABLE 2
 COMMUTER CONNECTIONS
 APPLICATION ACTIVITY SUMMARY
 APRIL - JUNE 2016**

	New Apps	Re-Apps	Follow Up	Total
ALEXANDRIA	14	4	8	26
ARLINGTON (COG)	29	6	23	58
ARTMA	13	6	3	22
BALTIMORE CITY	6	0	14	20
BMC	31	3	2	36
BWI BUSINESS PARTNERSHIP	11	6	13	30
COG	204	21	52	277
DATA	11	0	1	12
DISTRICT OF COLUMBIA	40	4	39	83
FDA	46	36	9	91
FAIRFAX COUNTY	178	46	212	436
FREDERICK	40	88	212	340
GW RIDE CONNECT	319	682	1,472	2,473
HARFORD	3	1	0	4
HOWARD	24	2	15	41
LINK	0	0	0	0
LOUDOUN	68	18	95	181
MTA	7	1	8	16
MONTGOMERY COUNTY				
Bethesda Transportation Solutions	26	23	110	159
Countywide	35	18	115	168
Friendship Heights/Rockville	1	0	7	8
North Bethesda TMD	300	182	769	1,251
Shady Grove	0	2	1	3
Silver Spring	6	9	16	31
NIH	2	0	2	4
NATIONAL GUARD REDINESS CENTER	1	1	1	3
NORTHERN NECK	0	0	1	1
NORTHERN SHENANDOAH	20	5	2	27
PRINCE GEORGE'S	74	274	5	353
PRTC	154	49	206	409
RAPPAHANNOCK-RAPIDAN	14	9	3	26
TRI - COUNTY	25	85	159	269
TDM NETWORK MEMBERS				
CHARLOTTESVILLE	34	0	0	34
RIDESHARE DELAWARE	530	0	19	549
TOTAL INPUT COMMUTER CONNECTIONS	1,702	1,581	3,575	6,858
TOTAL INPUT TDM NETWORK MEMBERS	564	0	19	583
TOTAL INPUT (CC + NETWORK)	2,266	1,581	3,594	7,441
COMMUTER CONNECTIONS TOTAL NEW & RE-APPLICANTS		3,283		

**Technical Assistance to Local Agencies
April – June 2016**

Agency	Date Reported	Acknowledgement of Receipt	Notice of Resolution	Nature of the Problem
April 2016				
Frederick County	Thu 4/7/2016 11:05 AM	Tue 4/12/2016 4:25 PM	Wed 4/13/2016 2:40 PM	Report Issue
Frederick County	Fri 4/15/2016 12:11 PM	Fri 4/15/2016 12:20 PM	Fri 4/15/2016 12:20 PM	Table 4a Results
RSDE	Thu 4/21/2016 4:11 PM	Fri 4/22/2016 11:40 AM	Fri 4/22/2016 11:40 AM	Admin Rights for New Users
May 2016				
NBTS	Mon 5/2/2016 1:06 PM	Tue 5/3/2016 10:08 AM	Tue 5/3/2016 10:13 AM	Renew Commuter Record
Frederick County	Wed 5/11/2016 10:34 AM	5/11/2016 2:58 PM	Wed 5/11/2016 4:09 PM	Report Issue
Frederick County	Mon 5/16/2016 12:20 PM	Tue 5/17/2016 12:20 PM	Tue 5/17/2016 3:58 PM	Table 4a
PRTC	Wed 5/18/2016 12:51 PM	Wed 5/18/2016 12:56 PM	Wed 5/18/2016 1:10 PM	Connectivity Issues
June 2016				
PRTC	Thu 6/2/2016 9:14 AM	Thu 6/2/2016 9:17 AM	Thu 6/2/2016 9:55 AM	Connectivity Issues
FDA	Tue 6/7/2016 9:42 AM	Tue 6/7/2016 9:44 AM	Tue 6/7/2016 9:44 AM	Ridematching Question
RSDE	Wed 6/8/2016 9:45 AM	Mon 6/13/2016 10:44 AM	Mon 6/13/2016 10:44 AM	Commuter Purge List
NBTS	Wed 6/15/2016 9:46 AM	Wed 6/15/2016 10:08 AM	Wed 6/15/2016 10:27 AM	PNR List Update
Frederick County	Wed 6/15/2016 9:58 AM	Thu 6/16/2016 10:57 AM	Thu 6/16/2016 10:57 AM	Table 4a
RSDE	Thu 6/16/2016 1:03 PM	Thu 6/16/2016 4:48 PM	Thu 6/16/2016 4:48 PM	Reset Commuter's Password

FY 2016										
April to June 2016	City of Alexandria	Arlington County	District of Columbia	Fairfax County	Frederick County	Loudoun County	Montgomery County	Prince Georges	Prince William	Calvert/ St. Charles
Employers Contacted (new Site Visits (prospects))	4	25	542	59	34	0	2	68	0	6
Telework - NEW	0	0	0	0	0	0	2	0	0	6
Employers Contacted (follow-up)	191	1980	1024	469	14	177	486	75	2	6
Telework - FOLLOWUP	0	0	0	0	0	0	2	0	0	6
Total Broadcast Contacts Letters, Flyers, Newsletter	1372	10198	5919	17	0	204	23264	885	0	175
Total Sales Meetings	17	117	42	7	10	10	202	39	2	4
Total Employers Contacted	1584	12320	7527	552	58	391	23958	1067	4	203
New Level 1 TDM Programs	0	11	21	0	0	0	1	0	0	3
New Level 2 TDM Programs	0	5	4	0	0	1	6	0	0	0
New Level 3 TDM Programs	0	7	48	8	0	0	1	0	0	1
New Level 4 TDM Programs	0	2	1	0	0	0	2	0	1	0
New Telework Programs	0	0	0	0	0	0	1	0	0	0
Expanded Telework Programs	0	0	0	0	0	0	0	0	0	1